



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending September 30, 2010

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.00	1.40	1.60	1.67
B. Operator Answer Time - Information [730.510(a)(1)]	6.47	6.40	4.37	5.75
C. Repair Office Answer Time [730.510(b)(1)]	2.00	2.00	2.00	2.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	26.00	77.00 *	9.00	37.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	98.80%	98.70%	99.70%	99.06%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.90	3.10	2.20	2.73
H. Percent Repeat Trouble Reports [730.545(c)]	10.70%	10.70%	9.30%	10.23%
I. Percent of Installation Trouble Reports [730.545(f)]	7.20%	11.10%	3.50%	7.26%
J. Missed Repair Appointments [730.545(h)]	6	6	1	4
K. Missed Installation Appointments [730.540(d)]	1	1	0	1

Comments



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